

Privacy & Security Policy

The County of Los Angeles (County) Department of Animal Care and Control (DACC) recognizes the public's concern with regard to privacy on the Internet. This Privacy & Security Policy establishes how information gathered about you from your visit to the DACC's Website (Website or DACC Website) will be used, depending on your activities at this Website.

Information Subject to the Public Record Act and Other Laws

As an initial matter, please be advised that DACC is subject to statutes relating to public records of the State of California, known as the Public Records Act, (Government Code § 6250 et. seq.). Much of the information you submit to DACC are public records as defined by the Act. Consequently, under certain circumstances, DACC may be required to disclose such information in accordance with the Public Records Act or other laws.

Personally Identifiable Information Collected

DACC will not collect personally identifiable information (e.g., your name, address, e-mail address, credit/debit card number, or other information that can be associated with you without additional information) about you when you visit the DACC Website, unless you use the Website for processing credit/debit card transactions or otherwise choose to provide that information to DACC. The information collected from your use of this Website or that you otherwise choose to provide to DACC will be used and retained as described in the remainder of this Privacy & Security Policy.

Information Collected and Stored Automatically

DACC may collect and store information automatically when you visit the DACC Website for statistical purposes. For example, DACC may collect data on the number of visitors to the different areas of the Website to assist DACC in the maintenance and development of the Website. The information collected may include, but is not limited to, data related to the name and domain of the host from which you access the Internet, the Internet Protocol (IP) address of the computer you are using, or your browser software and operating system.

This information does not identify you personally and we may retain this information for at least five (5) years.

Personally Identifiable Information Collected from E-mails, Surveys, etc.

By sending DACC an electronic request ("by e-mail"), using the [Contact Us](#) option or otherwise, you are sending us personally identifiable information (e.g., your name, address, and e-mail address, as well as any other personally identifiable information included in the electronic request). We store this information in order to respond to your request or otherwise address the subject matter of your request.

Also, from time to time, DACC may ask you for specific personally identifiable information in the form of a survey, feedback form, questionnaire or other means, all with the goal of providing better service. We will only retain the information that you provide in response to that survey, etc. E-mail and these other means generally are not secure and may be subject to the disclosure requirements of the California Public Records Act or other legal requirements.

Personally Identifiable Information Transmitted and Stored for Credit/Debit Card Transactions

You must provide certain contact information, such as name, address, e-mail address, and financial information, such as credit/debit card number and expiration date, in order to process a credit/debit card payment using this Website. Here is what you should know about the security of personally identifiable information you provide in order for us to process these transactions:

DACC is committed to data security and the data quality of personally identifiable information that is either available from or collected by the DACC Website and has taken reasonable precautions to protect such information from loss, misuse, or alteration. DACC requires that "secure data networks" be operated, which are protected by industry standard firewalls and password protection systems. DACC additionally requires that only authorized individuals have access to the information provided by users of the DACC Website.

We require the use of Secure Socket Layer ("SSL") standard encryption to protect transmission of users' personally identifiable information submitted in connection with processing credit/debit card transactions. SSL is a security technology designed to enable your browser to send and receive information from another server in an encrypted format. Your browser's security icon, usually located in the top or bottom status bar of your window, reflects the security condition of your browser. The lock icon indicates that your browser is communicating over a secured link.

We require that all the information you provide to us in this manner be stored securely.

Use of Personally Identifiable Information

As described above, a user must provide certain contact and financial information in order for the user to process credit/debit card transactions using this Website. We require that the information be used for the limited purpose of processing these transactions and as otherwise permitted by the rules and regulations of the applicable credit card associations, debit card networks, credit/debit card issuers and/or credit/debit card processors. [We do not permit this information to be used for marketing purposes and we require that it be retained for at least five (5) years in accordance with banking and accounting principles.

Sharing Personally Identifiable Information with Third Parties

We do not share personally identifiable information with third parties, except that we will provide the necessary personally identifiable information, including credit/debit card numbers, to the companies assisting us with processing credit/debit card transactions through our Website, including credit card associations, debit card networks, credit/debit card processors and banks. In some circumstances, we may also be required by law to disclose certain personally identifiable information in accordance with the disclosure requirements of the California Public Records Act or other legal requirements or we may disclose such information to law enforcement and/or fraud investigatory agencies, or to other third parties when we, in our sole discretion, reasonably believe necessary to protect our property or other rights, or the property or other rights of third parties or the public at large.

Consequences of Failing to Provide Personally Identifiable Information

If you choose not to provide us with your name or other necessary personally identifiable information, you will not be able to process a credit/debit card transaction using this Website. If you have concerns about privacy and security on the Internet, you also have the option to receive DACC services in person at one of the County's animal care centers.

Use of Cookies

The DACC Website may use "cookies." A cookie is an identifier placed on your computer to ensure that DACC is not asking you the same questions every

time you visit the DACC Website. If you want to browse this Website without any interruptions, you may need to set your browser to accept "cookies."

Personal Code and License Number:

You may have the opportunity to receive a temporary personal code and license number that is unique to you. You agree to maintain the confidentiality and security of such personal code and license number. If you provide the personal code and license number to another person (e.g., to access information or make a license renewal payment), you will be responsible for the other person's actions at the DACC Website. DACC will never ask you for the personal code and license number in an unsolicited phone call or e-mail. When you are finished with those applications that require a personal code and license number you should exit the page.

Privacy Statements for Other Websites

This Privacy & Security Policy describes the information gathering practices and procedures of DACC. DACC may provide links from the DACC Website to external sites maintained by other County of Los Angeles Departments, public agencies, or private organizations. DACC provides these links only as a convenience to our visitors. DACC makes no representations about the accuracy or content of any material available thereon. Links to the third party Websites are not intended to and do not imply affiliation with, sponsorship or endorsement of, these third parties. Once you link to another Website, you are subject to the privacy and security policy of that Website and assume sole responsibility for the use of that site.

NOTE: When you use this Website to process a credit/debit card payment, you will be transferred to a portion of the Website hosted by our contracted payment processing vendor ("Payment Processor"). Our Payment Processor will prompt you to enter all information necessary to make a credit/debit card payment and will thereafter take all steps necessary to process such payment on our behalf. The DACC Payment Processor has agreed to abide by this Privacy & Security Policy while collecting such information and processing such payments on our behalf.

Changes of Current Policy

Additions, deletions, or changes in the terms of this Privacy & Security Policy may be made from time to time. This document will be updated to reflect new changes.

Getting Access to Information - Changing Information

For information on reviewing and/or making changes to information about you that may be in our records (such as a change of address), please e-mail licensing@animalcare.lacounty.gov. To change an address you may also complete and mail the change of address form on your renewal notice.